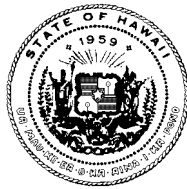




*The Department of Human Services Story
1998*

BENJAMIN J. CAYETANO
GOVERNOR



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January 28, 1998

Dear Reader:

The 1998 Department of Human Services Story provides an overview of the agency's programs, services and activities. The Department is responsible for the state's welfare programs, employment assistance, child care, Medicaid, child welfare services, adult protective services and vocational rehabilitation. Over 2,000 employees throughout the state work to assist Hawaii's most vulnerable people.

This year, the Story includes not only the achievements over the last year, but also our targets, outcomes and progress made towards completing our tasks. Each chapter describes the program's goals, achievements and the people served. In addition, the Story includes the Budget for Fiscal Year 1998 and the DHS Organizational Chart.

I hope this Story is useful and informative. If you have any comments to help us improve our work, please let us know.

Aloha.

Sincerely,

Susan M. Chandler
Director

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**STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES**

INTRODUCTION

Mission

The mission of the Department of Human Services is to provide high quality, efficient and effective services designed towards achieving self-sufficiency for clients as quickly as possible and to direct our limited resources toward helping those least able to care for themselves.

Goals

- To provide cash assistance, food stamps, and health insurance to individuals and families accurately, appropriately and in a timely manner.
- To provide social services that will strengthen families.
- To provide protective services for children and adults that are tailored to respond to each individual's and family's needs.
- To provide job training and placement services to help individuals become financially self-sufficient.
- To work in partnerships with the families we assist, our local communities, other state and private agencies.
- To provide staff training and support that enables DHS employees to do their jobs effectively and efficiently.

Current Organization

The Department of Human Services has approximately 2200 employees. It has branch offices in each county and field offices on all major islands, except Kahoolawe. The Department's budget now exceeds \$1 billion annually, much of which is spent on direct payments to clients, health care benefits, food stamps, and purchase of service contracts provided by private and non-profit organizations.

People need governmental assistance because they lack sufficient resources to meet their basic needs for shelter, food, medical care, and other essentials of day-to-day living. A financial crisis may be brought about by a variety of reasons such as a parent leaving the home, an illness, an unplanned pregnancy, or a loss of a job.

To meet this need, the Department administers individual and family financial assistance programs. The financial assistance programs provide cash payments to help the individual and families receive basic essentials. The financial assistance programs include Temporary Assistance to Needy Families (TANF), Temporary Assistance to Other Needy Families (TAONF), General Assistance (GA), Aid to the Aged, Blind, and Disabled (AABD), and the Food Stamps program. Medical assistance is provided through the Hawaii QUEST Program and Medicaid fee-for-services. Vocational Rehabilitation Services are provided to persons with disabilities.

While employment will help most of these families become self-sufficient, many face a number of barriers to employment. Removal of these barriers will increase the family's chances of attaining and maintaining self-sufficiency. The barriers faced by participants entering the labor market may include:

- Lack of job skills and work experience
- Lack of high school diploma or equivalent degree
- Few resources for work search or job interview expenses
- Uncertainty of child care options and resources

- Unreliable transportation
- Emotional issues due to physical or sexual abuse
- Drug or alcohol addiction
- Involvement in abusive relationships
- Low self-esteem

In addition to financial assistance, the Department provides employment and training programs for individuals and families to help them earn enough income to meet their basic needs. These programs provide evaluation, counseling, training, and job placement services.

Significant Achievements

The Department of Human Services has achieved many notable accomplishments.

- We were recognized as the first in accuracy in the Aid to Families with Dependent Children
- In 1997, the Department won \$1.5 million for achieving accuracy in the Food Stamp Program.
- We have significantly increased our focus on helping people move to self-sufficiency. We met the federal work requirement for 25% welfare recipients to be working or under training for employment.
- We provide programs in collaboration with private sector agencies in the neighborhoods, which we serve.
- Clients have easier access to additional resources because of expanded collaboration with partners such as the Family Court, schools, Department of Health, and private agencies.
- Our service delivery system is more community focused and locally based using community knowledge and resources.
- The Department will adopt the Electronic Benefits Transfer (EBT) for the delivery of benefits to recipients years ahead of federal requirements.

The Department of the Future.

- We reorganized to streamline the management structure. There was a reduction of staff at the top and a better grouping of programs in the divisions.
- Social services, i.e. programs to protect children, the elderly and the vulnerable, are now grouped under a new division.
- Welfare benefits and employment assistance programs are grouped together in the Benefits, Employment and Support Services Division for better coordination since they serve the same clientele.
- The Department is measured by its outcomes for people, not its processes.
- Everyone who is eligible for assistance receives it quickly and enters into activities that move them toward self-sufficiency.
- The Department is committed to protecting the most vulnerable citizens in the state.

CHAPTER ONE

TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF) AND TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF)

Program Description

TANF/TAONF are the new welfare reform programs which were designed to protect those who can not work and to require those that can work to work. Unlike the old welfare program which fostered dependence and low self-esteem, the TANF/TAONF programs encourage work and promote self-reliance, responsibility and family stability. TANF/TAONF offer a package of strong work incentives, child care support for working parents and restructured welfare benefits so it “pays to work”.

TANF/TAONF provides monthly cash benefits to families for food, clothing, shelter, and other essentials. For non-exempt families, eligibility for monthly cash benefits is limited to five years. To qualify, a family must include children under the age of 19 and the family’s total gross income must be under 185% of the 1993 federal poverty level (FPL) by household size for Hawaii. For a household of three persons, this means a monthly income of \$2,109. For an exempt household, their net income must be under 62.5% of the 1993 FPL by household size. For a non-exempt household, their net income must be under 50% of the 1993 FPL by household size. (Again, for a household of three, 100% of the 1993 FPL is a monthly income of \$1,140). All TANF/TAONF households are permitted to acquire resources or assets, but the combined total must be under \$5,000. One vehicle per household is exempt from consideration as an asset/resource.

Whether a family participates in TANF or TAONF depends on the household composition. In families where all the members are U. S. citizens and all the children do not have two legal parents residing in the home, the family is eligible for federally funded welfare under TANF. Families that contain at least one non-citizen or where at least one child has both of his or her parents residing in the home, are eligible for state-funded welfare under TAONF. Other than the funding sources, the TANF/TAONF programs are identical.

Program Goal

Families will achieve financial self-sufficiency.

Objective	Measurements
The total economic well being of the client will improve.	1. Average earnings per case will increase 2. The proportion of individuals working increase. 3. Total income will increase. 4. Hours worked will increase.
Family stability will improve.	The percentage of intact (two parent) households will increase.
Recidivism will be reduced.	Fewer cases will return to welfare once off.
There will be increased financial assistance program savings.	Financial assistance program costs will decrease.

Achievement in 1997

In February 1997, Hawaii implemented welfare reform through the Pursuit of New Opportunities (PONO) waiver program. Effective July 1997 the PONO program evolved into the TANF/TAONF programs. Hawaii's welfare reform program is innovative, progressive and realistic and a model for other welfare reform programs. It provides the right combination of incentives to work and disincentive to remain dependent on public assistance. It can already boast of its early success.

	Dec. 96	Nov. 97	+/- %
No. of Households Assisted	22,785	23,573	+3.46%
Monthly Benefits Paid to Recipients	\$15,070,488	\$12,920,843	-14.3%
Households Reporting Earnings	5,546	6,922	+24.8%
Gross Earned Income Reported	\$218,399	\$3,988,649	+1,726.3 %
Monthly Savings to DHS as a Result of Earnings	\$167,251	\$1,549,568	+826.5%

The People Served by the TANF/TAONF Programs

Each family that receives financial assistance is unique, whether funded through the TANF or TAONF. However, we can identify characteristics, which are common.

TANF/TAONF Caseload

Year	Families per Month	Persons per Month
1996	21,968	66,456
1997	22,333	69,047
Projected 1998	23,842	75,803

Average Length of Time on Assistance

30 months

Average of Case Size

Average Case Size	3.17 people
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Size of Family

One Child Living with Relatives	8%
Two Children Living with Relatives	3%
Three Children Living with Relatives	1%
One Parent and One Child	27%
One Parent and Two Children	19%
One Parent and Three Children	10%
One Parent and Four or More Children	7%
Two Parents and One Child	6%
Two Parents and Two Children	7%
Two Parents and Three Children	6%
Two Parents and Four or More Children	5%
	100%*

(* Rounding up)

Head of Household

Female	93%
Male	7%
Under 34 years old	64%
Never married	54%
Married	29%
Separated or divorced	24%
Head of household disabled	23%

Ethnicity

Mixed ethnicity, other than Part-Hawaiian	34.9%
Part-Hawaiian	28.6%
White	11.4%
Samoan	6.8%
Filipino	7.7%
Hispanic, Black or Asian	4.5%

Citizenship

United States (TANF)	100%
United States (TAONF)	81%
Non Citizens (TAONF)	19%

CHAPTER TWO

GENERAL ASSISTANCE (GA) PROGRAM

Program Description

The General Assistance Program provides cash benefits for food, clothing, shelter, and other essentials to adults with no minor dependents who are disabled and who do not qualify for Social Security. To qualify, the adult must have little or no income, not qualify for a federal category of assistance and must be certified by a DHS medical board to be unable to engage in any substantial employment of at least twenty hours per week for a period of at least sixty days.

The GA assistance amount is adjusted quarterly based on the number of people participating in the program. The adjustment is the result of a block grant appropriation from the legislature. It is necessary to remain within the funding allocation so the benefit amount for such individuals may vary.

Program Goal

To provide temporary economic assistance to those eligible for financial support, and to assure they receive at least a minimally adequate standard of living.

Objective	Measurements
Eligibility based on disability will be standardized.	All applicants will be referred to a medical provider contracted by the department and 100% of disability statements will be reviewed by departmental panel.
Supplemental Security Income SSI referrals and approvals will increase.	Based on departmental panel review and recommendation, more clients will be referred to Legal Aid Society of Hawaii for SSI advocacy.

Achievement in 1997

All applicants who claim a physical disability are currently being examined by Physical Medicine and Rehab Physicians of Hawaii Inc. (PMRPH). This process has been implemented state-wide and has standardized the definition of disability. All applicants are now being judged on the same scale. This process will include all recipients beginning January 1998. All psychiatric disability forms will be reviewed by a panel, established by the Department. This will help standardize the definition of 'mentally disabled' to determine eligibility for general assistance.

The People Served by the General Assistance (GA) Program

GA Caseload

Year	Singles per Month	Families per Month
1996	9,910	1,593
1997	6,516	701
Projected 1998	6,519	None*

* GA families have been moved to TANOF

Typical Characteristics

Characteristic	Individuals
Age	
Between 25-29	29.2%
Between 30-54	41.9%
Marital Status	
Single	55%
Gender	
Male	61.2%
Female	38.8%

Ethnicity

White	35.2%
Mixed ethnicity, other than Part-Hawaiian	21.2%
Part-Hawaiian	21.0%
Filipino	6.4%
Japanese	4.4%
Black	3.6%
Hispanic	2.6%
All others	3.8%

Citizenship

United States Citizens	95.4%
Non-Citizens	4.5%

Other Data

Average Length of Time on Assistance	17 months
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CHAPTER THREE

AID TO THE AGED, BLIND AND DISABLED (AABD)

Program Description

AABD provides cash benefits for food, clothing, shelter and other essentials to adults who are elderly (65 years of age or older) or that meet the Social Security Administration (SSA) definition of 'disabled'. To qualify, the individual must have countable income which is below 62.5% of the 1993 federal poverty level and may not have resources in excess of \$2,000 for a single person and \$3,000 for a couple.

Program Goal

To provide economic assistance to those eligible for financial support to assure they receive at least a minimally adequate standard of living.

Objective	Measurement
To decrease or contain the cost of issuance of state benefits through the SSA.	
To guarantee that all of those who need assistance and who are eligible, receive benefits.	
Expedite the reimbursement of SSI benefits to eligible households.	All reimbursements will be completed within 30 days of the department receiving a warrant from the SSA.

Achievements in 1997

1997 saw the first increase in care home rates in many years. Effective July 1997, all care home payments were increased to the highest level and this amount was increased by \$50.

The People Served by the Aid to the Aged, Blind and Disabled (AABD) Program

AABD Caseload

Year	Cases per Month	Persons per Month
1996	2,579	2,840
1997	2,644	3,060
Projected 1998	2,849	3,304

Typical Characteristics

Characteristics	Individuals
Age of Head of Household 40 to 54 65 and over	20%, 45%
Marital Status Married Single Widowed	28% 27% 22%
Gender of Head of Household Female Male	55.4% 44.6%

Ethnicity

Filipino	29.9%
Other	18.4%
White	12.1%
Hawaiian or Part Hawaiian	12.0%
Chinese	9.5%
Korean	6.3%
Japanese	5.4%
Others	6.2%

Citizenship

United States Citizens	64.7%
Non-Citizens	35.3%

Other Data

Average Length of Time on Assistance	25 months
Household Size	85% are one member households and 15% are two member households

CHAPTER FOUR

FOOD STAMP PROGRAM

Purpose of the Food Stamp Program

In addition to cash assistance, low-income families receive food stamps. The Food Stamp Program is a federally funded program through the U.S. Department of Agriculture. The purpose of the program is to promote the general welfare and to safeguard the health and well being of the nation's population by raising the level of nutrition among low-income households.

To qualify, a household must have income below 130% of the federal poverty level. If a PERSON is aged 60 or older, the household may not have resources in excess of \$3,000. Other households may not have resources in excess of \$2,000. Benefit amounts are based on income and family size. The current maximum amount of food stamps for a family of three is \$517.00.

Program Goal

To deliver benefits and services accurately and in a timely manner.

For FY 1997, the division achieved a payment accuracy rate of 96.01%. This rate was the second highest in the nation and resulted in the state receiving \$1,520,215 in additional federal funds. In addition, the division improved its timely processing of applications from 94% to 94.4%.

Program Objective

To meet federal compliance standards.

The attainment of the high payment accuracy and improved application timeliness has ensured that the division will continue to meet federal compliance standards.

Tables of Data

The following tables show the average monthly situation of the Food Stamp Program in FY 1997

Number of Persons Participating in the Food Stamp Program

Program	AFDC	AFDC-UP	GA	SSI	ABD	NPA	Total
Totals:	717,957	135,670	87,605	137,944	30,724	414,922	1,524,822
Average:	59,830	11,306	7,300	11,495	2,560	34,577	127,069

AFDC = Aid to Families with Dependent Children recipients
AFDC-UP = Aid to Families with Dependent Children -- Unemployed Parents recipients
GA = General Assistance recipients
SSI = Supplemental Security Income recipients
ABD = Aid to the Aged, Blind and Disabled recipients
NPA = Non-Public Assistance recipients

Number of Households Participating in the Food Stamp Program

Program	AFDC	AFDC-UP	GA	SSI	ABD	NPA	Total
Totals:	223,338	30,807	71,645	118,063	25,989	225,021	694,863
Average:	18,612	2,567	5,970	9,839	2,166	18,752	57,905

Coupon Issuance in Dollars

Program	AFDC	AFDC-UP	GA	SSI	ABD	NPA	Total
Totals:	88,315,310	15,993,928	14,026,353	17,705,831	4,563,102	52,882,481	193,487,005
Average:	7,359,609	1,332,827	1,168,863	1,475,486	380,259	4,406,873	16,123,917

Impact of Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) on the Food Stamp Program

The following were the major changes made as a result of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996:

- Most legal immigrants are ineligible for benefits.
- New work requirements for Able-Bodied Adults without Dependents resulted in certain recipients only receiving benefits for three months in a thirty-six month period.
- The state is required to make available information to law enforcement officials under certain conditions.
- Disqualification penalties for Intentional Program Violators are doubled.
- The application processing timeframe for expedited services was extended to seven calendar days.
- Fleeing felons, probation violators and parole violators are ineligible for benefits.
- The resource limit for the fair market value of vehicles was raised to \$4,650 (up from \$4,500).

CHAPTER FIVE

FIRST TO WORK

Program Overview

The First-to-Work (FTW) Program was implemented during FY 1997. This Work Program replaces the JOBS Program, and is designed to assist able-bodied adults to become attached to the workforce. FTW serves TANF recipients and puts emphasis on: employment, skill-building, training, on-the-job training, and job search activities. FTW also provides supportive services like child care, transportation reimbursement, and work related expenses.

Program Goal

To assist able-bodied persons receiving cash assistance to obtain employment and to become self-sufficient.

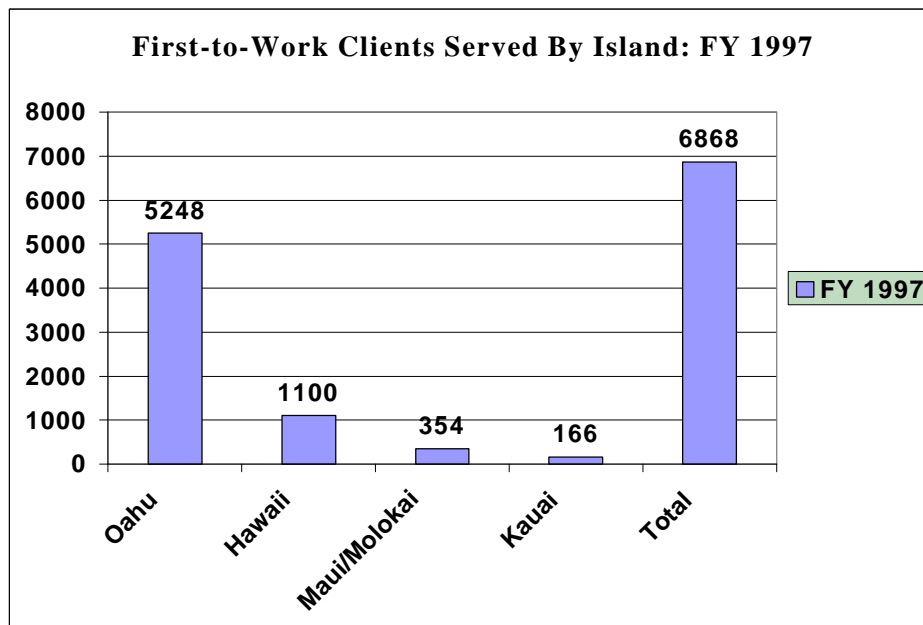
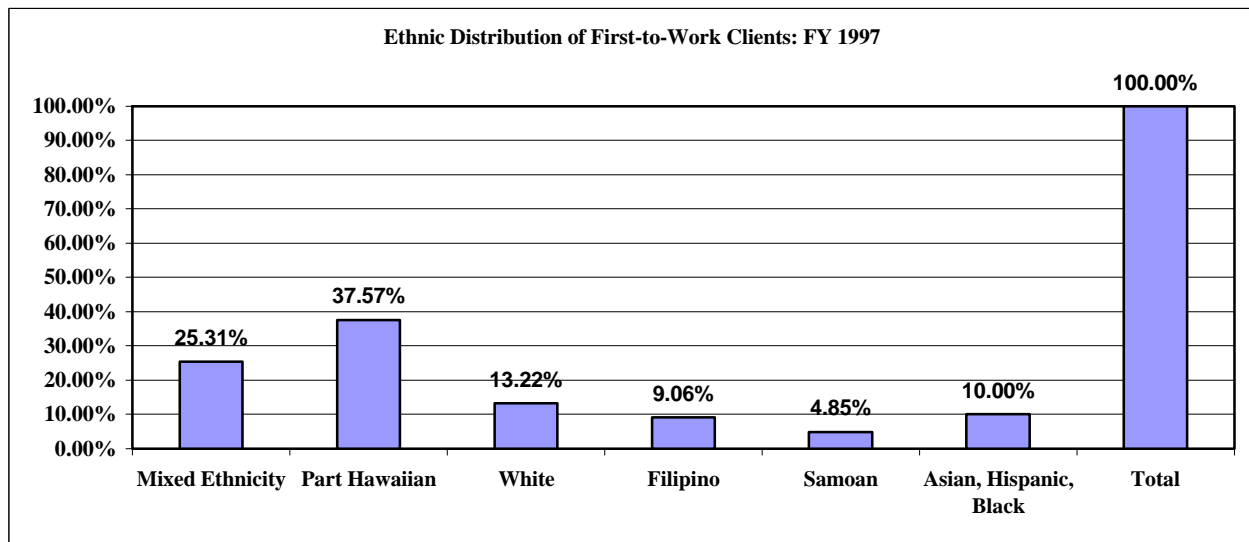
People Served by the DHS Work Program:

First to Work Clients by Island

	FY 1994	FY 1995	FY 1996	FY 1997	Total
Oahu	2397	3028	4804	5248	15477
Hawaii	806	858	945	1100	3709
Maui/Molokai	280	210	208	354	1052
Kauai	100	149	137	166	552
Total	3583	4245	6094	6868	20790

Age Distribution of FTW Clients: FY 1997

Age	Count	% of Total
Under 16	1	0.01%
16 to 24	1344	19.57%
25 to 34	2648	38.56%
35 to 44	2289	33.33%
45 to 55	554	8.07%
Over 55	32	0.47%
Total	6868	100.00%

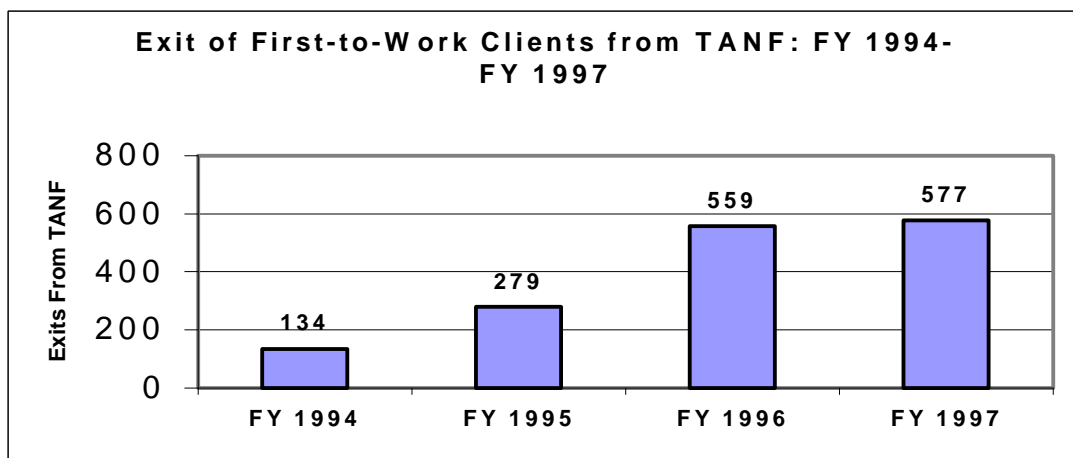


Program Highlights-First-to-Work Program

- 2,865 intakes into the First-to-Work Program.
- An average of 80 participants per month were enrolled in Ho'ala a pre-employment program.
- A total of 9,313 child care slots were provided during the year to FTW participants.
- During FY 1997 the Work Plus Program was implemented. The number of placements grew to 409 by June 30, 1997.
- During FY 1997 the Transitional Opportunity Program (TOP) was implemented. The number of placement grew to 120 by June 30, 1997.

Progress on Program Outcomes

- During FY 1997, the average number of participants working while in the program averaged 1,216 for the year.
- By the end of June, there were a total of 2,573 TANF clients working.
- A total of 577 FTW participants exited the program due to employment during FY 1997. The chart below shows a comparison of exits over the last 4 years.
- The average wage for clients exiting employment was \$7.65 per hour. The median wage was \$7.00 per hour.
- The dollar value savings due to 577 exits due to employment was \$3,960,528.



Future Performance Targets

Performance Targets for the First-to-Work Program will be:

- To have 32.5% of the TANF mandatory population meeting the 20 hour participation requirement by September 30, 1998. This target compares to the Federal expectation that 30% of the population be in compliance with this requirement by that time.
- To have 4,000 TANF adults working for pay by September 30, 1998.
- To have 500 TANF participants in Work Plus by September 30, 1998.
- To have 150 TANF participants in TOP by September 30, 1998.

EMPLOYMENT AND TRAINING

Program Overview

The Employment and Training (E&T) Program is implemented state-wide. This Work Program replaces the PRIDE Program on Oahu, and is designed to assist able-bodied adults to become attached to the workforce. E&T serves Food stamp recipients and puts emphasis on: employment, work experience, training, on-the-job training, and limited job search activities. E&T also provides supportive services in the form of a participant reimbursement to cover work-related expenses and child care.

Program Goal

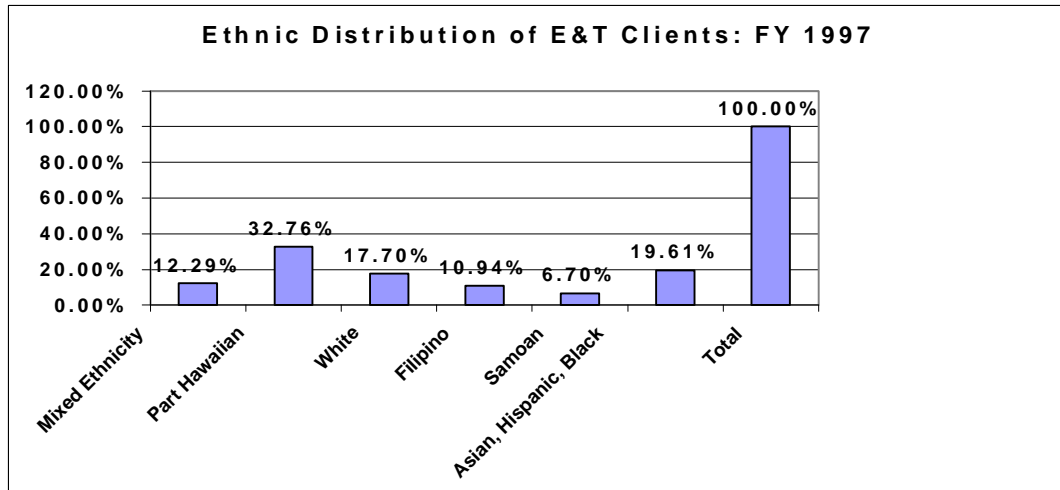
To assist able-bodied persons receiving Food Stamps to obtain employment and to become self-sufficient.

Persons Served by the E&T Program by Island for FY 1997

Island	Number
Oahu	3488
Hawaii	594
Maui/Molokai	931
Kauai	0
<i>Total</i>	5013

Age Distribution of E&T Clients: FY 1997

Age	Count	% of Total
16 to 24	1029	20.53%
25 to 34	1383	27.60%
35 to 44	1476	29.44%
45 to 55	927	18.50%
Over 55	197	3.93%
Total	5013	100.00%



Program Highlights Employment and Training Program

3,372 intakes into the E&T Program.

During FY 1997 a total of 892 clients were employed who worked a total of 80,422 hours during the year.

During FY 1997 a total of 165 clients were involved in work experience who worked a total of 7,646 hours.

During FY 1997 there were a total of 217 exits due to employment.

During FY 1997 the average wage at exit was \$6.71 per hour and the median wage was \$6.00 per hour.

Future Performance Targets

Performance targets for the Employment and Training Program are:

- To have 900 E&T clients employed by June 30, 1998.
- To have 230 E&T clients exit due to employment by June 30, 1998.
- To have 185 E&T clients involved in work experience programs by June 30, 1998.

CHAPTER SIX

CHILD CARE CONNECTION HAWAII

Program Overview

The Child Care Connection Hawaii Program is a state-wide service that offers child care licensing and child care payment assistance to needy families. Under the licensing program, the primary intent is to ensure the safety, health, and well being of children cared for within licensed facilities. Under the payment assistance program, financially needy families can apply for child care assistance if they work or are attending training to become self-sufficient.

Program Goal

To assist able-bodied persons receiving cash assistance to obtain employment and to become self-sufficient.

Program Highlights- Child Care Connection Hawaii

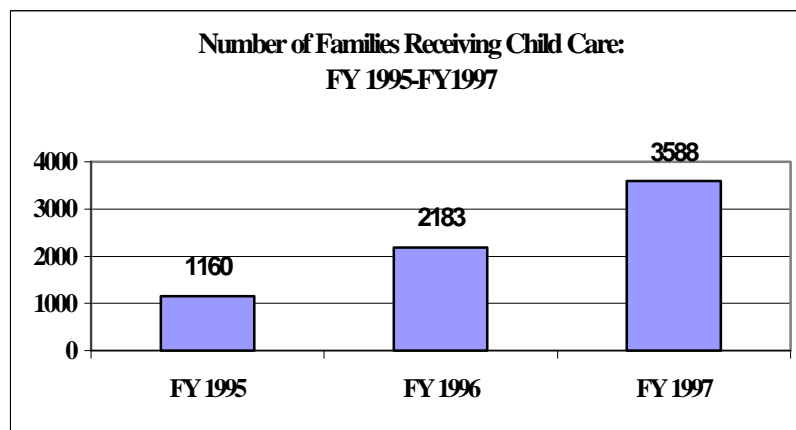
Services Provided

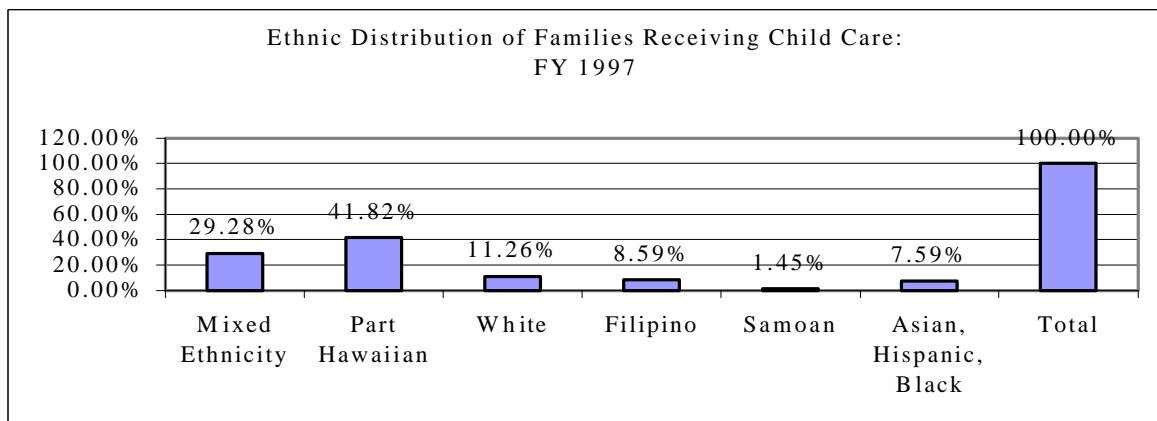
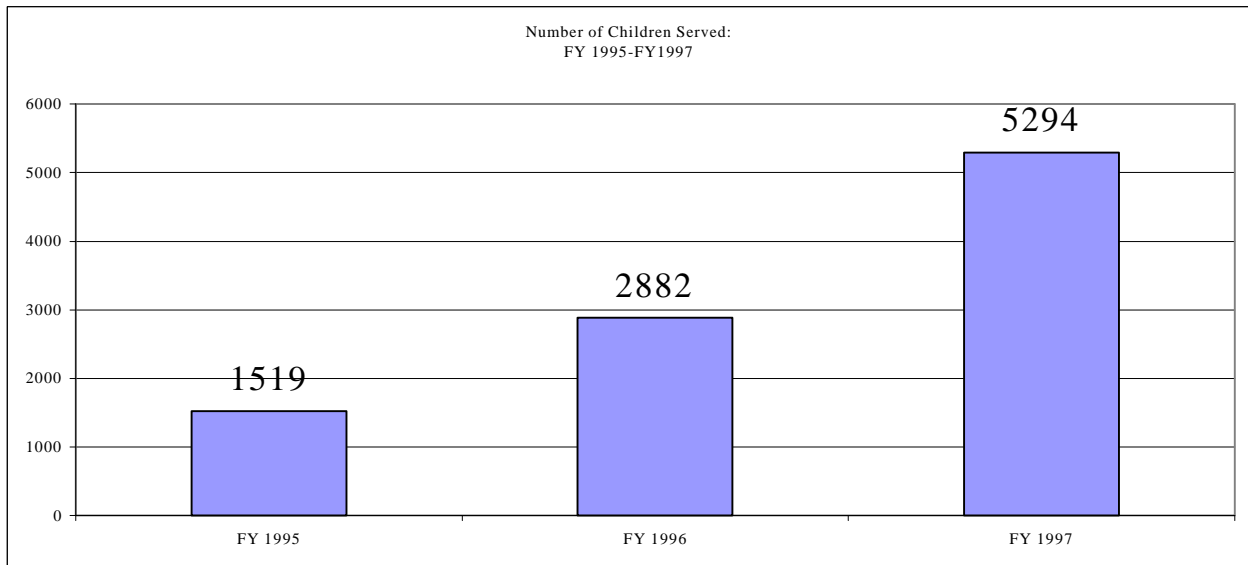
- 3588 active families received Child Care Payment assistance for 5,294 children.
- Child Protective Services Children receiving child care for protection: 159
- Payments totaling \$7,166,806 were made to families to help them with their child care needs.

Licensing of Child Care Facilities

- Number of Family Child Care Homes Licensed: 476
- Number of Group Care Centers (Includes Before and After School): 505
- Licensed Child Care Slots Available: 10,752

People Served





Future Performance Targets

Performance targets for the Child Care Connection Hawaii Program for FY 1998 are:

- To have 490 Family Child Care Homes licensed by June 30, 1998.
- To have 505 Group Care Centers licensed by June 30, 1998.
- To have 10,800 Child Care Slots available by June 30, 1998.
- To provide child care payments for 6,000 children by June 30, 1998.

CHAPTER SEVEN

CHILD WELFARE SERVICES PROGRAM



The Child Welfare Service Program's goals are to ensure the safety and security of children in their own homes or in out-of-home placements.

When a report of child abuse or neglect is received, the program responds in a timely manner to investigate the alleged abuse or neglect. If appropriate, the program provides emergency response and crisis intervention to protect children from harm. Treatment, counseling, and referral services are provided to assist families in the maintenance of a safe and protective home.

When removal from the home is necessary in order to protect a child, the program obtains foster families, adoptive parents, legal guardians, and permanent custodians who can provide safe and stable care for the child.

DHS licenses and monitors foster family boarding homes, child placing organizations and child caring institutions.

Program Goals:

SAFETY - Protect the safety and well-being of children

Outcome Indicators:

- **Decrease the number and rate of reported and confirmed child abuse/neglect incidences**

There were 4,475 child abuse/neglect reports accepted for investigation by DHS in calendar year 1996; half (2,268) were confirmed. The number of reports accepted for investigation in calendar year 1996 decreased 10% from 1995 while the number of reports confirmed increased 1%.

- **Decrease the number and rate of reported and confirmed child abuse/neglect of children under the age of 5**

The number and rate of confirmed reports involving young vulnerable children ages 5 and under had been steadily increasing. Calendar year 1996 marked a change in that trend with a drop in the rate from 44% in calendar year 1995 to 40% in calendar year 1996.

PERMANENCE - Return to a safe home or attain an alternate safe permanent home for children

Outcome Indicators:

- **For children under DHS placement in need of foster care, increase the number placed in family foster care versus institutional group care**

In FY1997, there was a 5% increase in the number of children in family foster care and a 1% decrease in the number of children in institutional group care as compared to FY 1996.

TABLE A
Percentage of Children placed in Foster Family and Group Care
In FY1996 and FY1997

Placement Type	7/95-6/96 FY1996	7/96-6/97 FY1997
Foster Family	72% (2527 children)	77% (2475 children)
Group Care	6% (194 children)	5% (166 children)
Other *	22% (784 children)	18% (570 children)
Total	100% (3505 children)	100% (3211 children)

*Other includes children incarcerated or detained, on run away status, trial home visits, with legal non-custodial parent and for whom data were not available.

- **Decrease the time spent in out-of-home placements for children under DHS placement responsibility who are subsequently returned to their own safe family home**

In FY 1997 the median length of stay in out-of-home placements decreased from FY 1996 by 42 days for children under DHS placement responsibility who were returned to their own safe family home.

In FY1996 48% (1016 children) of the 2105 children who left out-of-home placement, returned to their own safe family. In FY1997, this figure increased to 60% (772 children out of a total of 1333).

TABLE B
Median length of stay in out-of-home placements for children
who returned to their own safe family homes in FY1996 and FY1997

Length of Stay	7/95-6/96 FY 1996 - 1 year	7/96-6/97 FY 1997 - 1 year
Median	182 days	140 days
Minimum	1 day	1 day
Maximum	3631 days	2036 days

- **Increase the number of completed adoptions and guardianship for children whose parental rights were terminated and whose permanent custody was awarded to DHS**

In the first 10 months of calendar year 1997, DHS obtained permanent homes for children under DHS placement responsibility by completing 125 adoptions and 29 legal guardianships. Improvements in the area of permanency for children can be attributed to the Oahu Adoption Initiative.

Number of Completed Adoptions on Oahu from 1993 through October 1997

1997 (1/91 - 10/97)	145 Completed cases
1996	101 Completed cases
1995	47 Completed cases
1994	44 Completed Cases
1993	40 Completed Cases

- **Increase the number of placements for children who are under DHS placement responsibility in the child's neighborhood**



Efforts are being made to maintain a child in his or her own neighborhood and to place children with relatives. Comparing FY 1996 and FY 1997, there was a 3% increase in the number of children placed in the same zip code areas as their biological parent(s). There was a 1% increase in the number of children whose most recent placement was with a relative. This trend has continued in the first 5 months of FY 1998 with a 4% increase in the number of children placed in the same zip code area and a 6% increase in the number whose most recent placement was with a relative.

TABLE C

Percentage of children placed in the same zip code area as their biological parents or with their relatives for FY1996 and FY1997

	7/95-6/96 FY 96 - 1 year	7/96-6/97 FY 97 - 1 year
Children in same zip code as Parent	14% (491)	17% (539)
Children w/ Relatives in most recent placement	25% (870)	26% (840)
Total Number of Children in Placement	3505	3211

FY 1997 Accomplishments:

- The Department reorganized to form a new Social Services Division with a new branch focusing on child welfare which includes child protection, foster care, and adoption services.
- Involvement of the community in the protection of children has been initiated through various projects:

A CPS Reform Coordinating Committee was established with members appointed by the Governor to implement the 2 Neighborhood Place Pilot Projects as recommended by the Blueprint for Change Task Force. A Request for Proposals has been released in FY 1998 to obtain two demonstration sites.

Family Court and DHS jointly received a grant from the Edna McConnell Clark Foundation to pilot the use of an "ohana" conferencing process to divert cases from Family Court by involving family and extended

family in decision making and in sharing responsibility for protection of children. Since September 1996, the Ohana Conferencing Project has served 21 Waianae Coast families; 75% of these cases were resolved without removing children from their homes. For those cases requiring out-of-home placement, all but 1 were placed with relatives. Only 2 of the 21 families have been referred to Family Court. The Department plans to expand this service statewide in FY 1999.

Through federal Title IV-B/2 funding, DHS has involved community representatives in 9 regions in the plan, design, implementation and monitoring of ways to build or expand their existing continuum of family support (preventive) and family preservation services (services for families at risk or in crisis). The goals are to achieve measurable outcomes and improvements related to the safety, well being and permanence for children over a five-year span of time.



- An Oahu Child Protection Review Team (CPRT), comprised of DHS personnel, was established to assure that all removals of children from a home are appropriate and necessary. The Department is considering a similar process to review reunification efforts for seriously abused children.
- With funding support from the Geist Foundation, Hawaii has established Foster PRIDE and Adopt PRIDE training programs for potential foster and adoptive parents. As a result of this and other efforts, the number of licensed foster homes increased to 1096 in FY 1997 from 1087 in FY 1996 and 948 in FY 1995.
- In 1996, procedures were streamlined in cooperation with Family Court and the Department of the Attorney General to address the backlog of children waiting for adoption. The goal of the Oahu Adoption Initiative was to finalize adoptions for the 185 waiting children within 12 to 18 months. As of 10/17/97, data compiled by the Department of the Attorney General reveal that the project has exceeded its goal. In FY 1998 DHS will increase efforts to complete adoption homestudies and to provide post-adoption and post-legal guardianship supportive services to sustain adoptions.
- DHS has continued to work collaboratively with the Department of Health and the Department of Education to maximize federal Title IV-E reimbursements for services to children and families. Work has also begun with the University of Hawaii School of Social Work to bring in Title IV-E funds to recruit and train social workers with specialized skills in the field of child welfare.

CHAPTER EIGHT

ADULT AND COMMUNITY CARE SERVICES PROGRAM

Program Description

The Adult and Community Care Program provides adult protective services, and in-home and community-based social services for the safety and care of dependent, disabled, abused and neglected adults.

The Department also administers the Senior Companion, Respite Companion, and Foster Grandparents Programs.

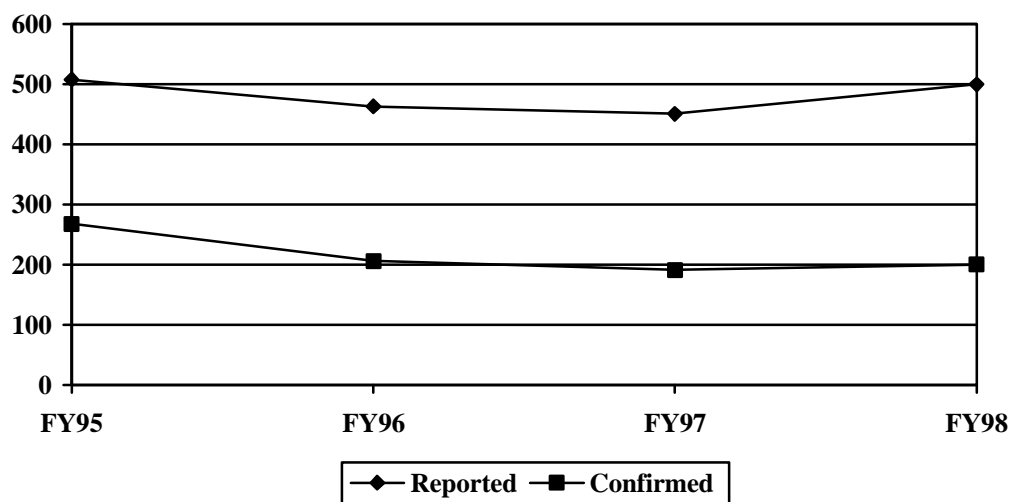
Program Goals

(I) Safety - Protection Of Vulnerable Dependent Adults

- Respond to reports of abuse/neglect of dependent adults
- Maintain below 5% the number of dependent adults who are re-abused within a 12 month period

Program Achievement

- In FY 1997, 451 dependent adults were reported and investigated for abuse, neglect or financial exploitation.
- 43% cases were confirmed
- 77% of the victims were over 60 years old
- There was subsequent re-abuse within a 12 month period for about 2% of the confirmed reports



(II) Prevent/Delay Institutional Care

- Increase home and community-based care alternatives for frail elders and disabled adults.
- Maximize federal funds for reinvestment in expanding home and community-based care alternatives.
- Streamline service delivery by placing all home and community-based waiver programs, and adult services, including adult protective services under one division administration.
- Provide a more comprehensive system of home and community care.

Program Achievement

- In FY 1997, DHS helped to prevent or delay institutionalization for 1460 frail elders and disabled adults through the chore services program, 95 through adult day care programs, 1031 through adult foster care services, and 1186 through the Medicaid waiver programs.
- In addition, DHS provided respite/temporary relief to an average of 370 caregivers monthly through our Senior and Respite Companion Programs.
- DHS expects the number of clients served in FY 1998 through the chore services program to increase by 5% (+ 80), and by almost 50% (+ 584) for clients served through the Medicaid waiver programs, as a result of efforts to maximize federal funds for reinvestment in expanding home and community-based care alternatives.
- Approximately 160 individuals in the Medicaid waiver programs receive chore services. DHS expects to claim \$480,000 in federal Medicaid reimbursement for eligible costs. This will allow the Department to serve an additional 80 disabled individuals.

Chore Services, Adult Day Care, Adult Foster Care

DHS provides a range of home and community-base care services for frail elders and disabled adults, such as chore services, adult day care, adult foster care (or adult residential care homes/ ARCH) and services available through the following Medicaid waiver programs:

- **Nursing Home Without Walls (NHWW):** Established in 1983, NHWW provides in-home services, as an alternative to institutional care to Medicaid-eligible individuals certified as requiring nursing facility level care.
- **Residential Alternative Community Care Program (RACCP):** This program provides (1) a foster placement alternative to institutional care for Medicaid-eligible adults who require nursing facility level care but are not able to benefit from in-home services because they have no caregivers or a residence (**Foster Family Community Care Program/FFCCP**); and (2) a foster placement alternative for Medicaid-eligible adults in acute hospitals awaiting nursing facility placement (**Maluhia Waitlist Program/MWLP**).
- **Developmentally Disabled/Mentally Retarded Home and Community-Based Services Program (DD/MR H&CBS):** This program allows for the de-institutionalization of Waimano Training School and Hospital residents. In 1989, services were expanded to include DD/MR individuals living in the community. Those served must be certified as requiring ICF-MR care. The Department of Health and DHS collaborate to maximize federal Medicaid reimbursement.

- **HIV Community Care Program (HCCP):** Persons diagnosed with HIV infection and AIDS are provided care services that support living in the community during the last stages of the disease.
- **Program of All-inclusive Care for the Elderly (PACE):** Established in 1995, this managed care program provides care service alternatives for elders certified as requiring nursing facility care through a Medicaid capitated rate.
- **Senior and Respite Companion Services,** where low income older adults provide in-home companionship and limited personal care to frail elders, serve to provide respite and relief to caregivers.



- **Foster Grandparent Program.** DHS also enables low income seniors to assist special needs children through the In FY 1997, 135 foster grandparents volunteered their time to work with 559 special needs children.

Range of DHS Home and Community-Based Care Alternatives Clients Served

	FY95 Actual	FY96 Actual	FY97 Actual	FY98 Actual
Chore	1435	1562	1460	1540
Adult Day Care	129	104	95	56
Adult Foster Care	1019	1032	1031	1000
Adult Abuse and Neglect				
Reported	508	463	451	500
Confirmed	268	206	191	200

Medicaid Waiver Programs:

	FY95 Actual	FY96 Actual	FY97 Actual	FY98 Actual
NHWW			353	500
RACCP			64	270
DD/MR H&CBS			637	800
HCCP			87	110
PACE			45	90
Senior Companion (aver. mthly count)	300	300	280	280
Respite Companion (aver. mthly count)	120	120	90	90

FY 1997 Accomplishments:

- In 1997, legislation was enacted to establish a single level of payment for adult clients in foster care placement through the Department's financial assistance section.
- Compensation for home operators will be increased under the new system.
- Level of care determinations established by DHS social workers and authorized agency staff will no longer be required for payment purposes. It is expected that adult foster care placement and compensation for care home operators will occur in a more timely manner.
- Because DHS adult social services staff will no longer need to be involved with all clients entering adult foster care, this should lessen some of the confusion that may result when multiple case workers and service providers are involved.
- Home and community-based waiver programs, and adult services, including adult protective services have been placed under one division administration to streamline service delivery, maximize federal funds, and provide a more comprehensive system of home and community care.

CHAPTER NINE

MEDICAL ASSISTANCE PROGRAMS

Program Description

The Med-QUEST Division administers the State's medical assistance, or Medicaid, programs. Authorized under Title XIX of the Social Security Act, Medicaid is funded through a partnership between the State and the Federal governments with each paying approximately 50% of the program costs.

Medicaid provides medical coverage for Hawaii's poorest residents. Med-QUEST administers two programs which provide Medicaid benefits to eligible residents:

Hawaii QUEST is the State's Medicaid managed care program. It serves about 131,000 eligible individuals statewide who are **under age 65 and not blind or disabled**. Managed care allows each recipient to select the medical and dental plans which provide his or her health care. Recipients also get to choose their own primary care doctor and dentist. The State pays a monthly fee or premium to the participating plans for each recipient who is enrolled in that plan.

The Fee-For-Service (FFS) Medicaid program covers about 33,000 eligible residents who are **age 65 and over, blind or disabled**. In the FFS program, recipients may see any Medicaid provider who agrees to provide service for them; the State pays a fee for the service provided.

For both programs, eligible applicants must also meet the following requirements:

- U.S. citizen or qualified alien
- Hawaii resident
- Not residing in a public institution
- Have and provide a Social Security Number
- Income not exceeding specified limits
- Assets not exceeding specified limits

Program Goals

The Division's major goals for the QUEST program are:

- Expand the program to cover more eligible people;
- Evaluate customer satisfaction with a Customer Satisfaction Survey;
- Reduce the annual increase in cost to cover eligible recipients while maintaining high quality care;
- Increase use of Early Periodic Screening Diagnosis and Treatment (EPSDT) benefits by eligible children;
- Increase immunizations among children and babies;
- Reduce grievances and complaints by providing high quality care.

Program Outcomes

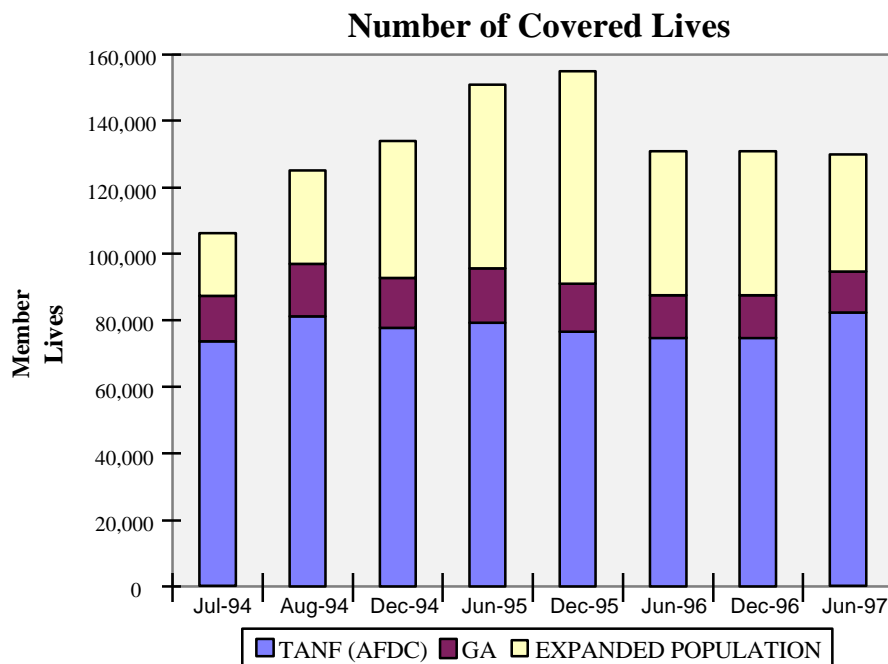
Before August 1, 1994, when the Hawaii QUEST program was implemented, Medicaid was largely a FFS program. QUEST moved those who were under Aid to Families with Dependent Children (AFDC), the State Health Insurance Program (SHIP) and General Assistance (GA) into managed care coverage. QUEST was created to help the State control Medicaid costs while continuing to provide high quality medical coverage to those eligible.

Since QUEST's implementation:

- Over 22,000 more people are covered than would have been covered under Temporary Assistance for Needy Families (TANF, the new name for AFDC), SHIP and GA.
- Results of a Consumer Satisfaction Survey indicate a high level of satisfaction among recipients.
- Per capita cost is lower.
- EPSDT utilization and immunizations of children and babies have increased.
- Recent EQRO (External Quality Review Organization) study of EPSDT showed good results.
- Grievances and complaints are low.

More People Covered

The following chart illustrates shows coverage prior to and since QUEST implementation.



Consumer Satisfaction Survey

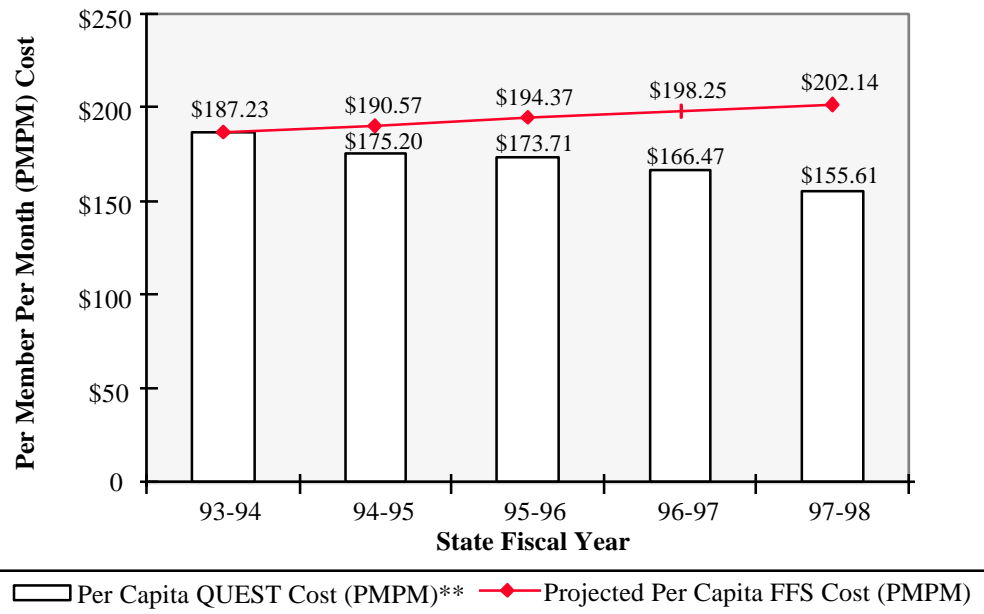
The results of a 1996 Consumer Satisfaction Survey conducted by the Med-QUEST Division show:

- Recipients report a high rate of satisfaction
- Improved health status reported
- Access to care improved

Cost Per Capita

The cost per year to cover each person under QUEST has decreased.

Monthly Per Capita Costs Prior To and Under QUEST by State Fiscal Years*



Early and Periodic Screening Diagnosis and Testing (EPSDT)



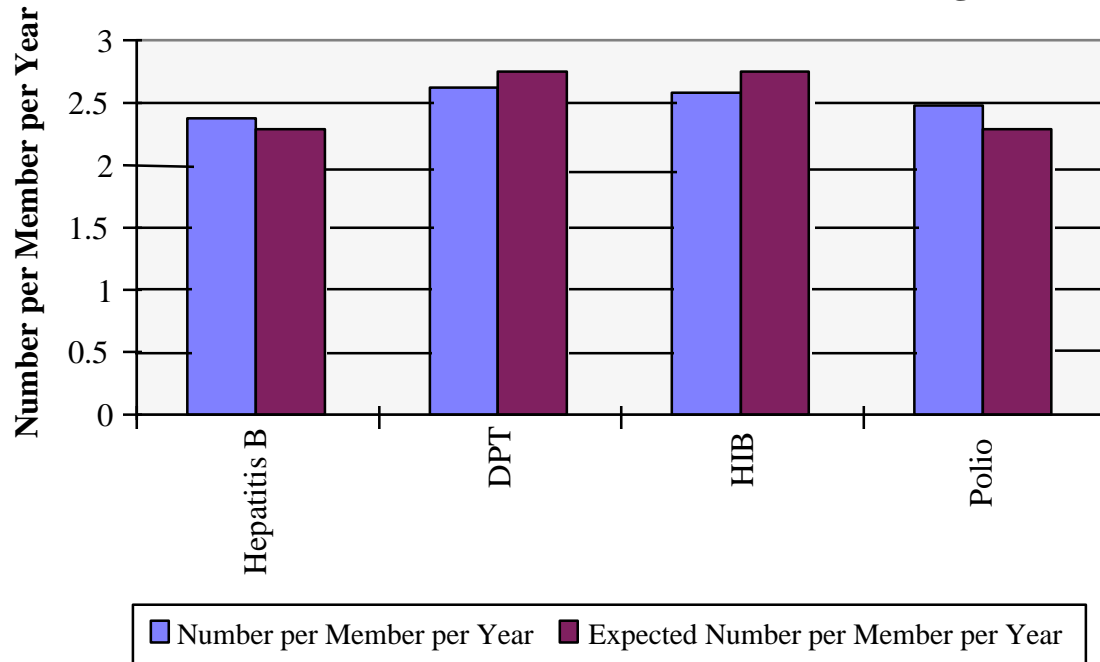
Under QUEST, more children are being served and overall participation in the Early and Periodic Screening Diagnosis and Testing (EPSDT) program for children has increased.

QUEST EPSDT Participation Rate

			Age Range			
Year	Total Number	Total Rate	< 1yr.*	1-5 yrs.	6-14 yrs.	15-20 yrs.
1993	56,682	42.00%	96.00%	46.00%	28.00%	18.00%
1994	53,228	40.00%	100.00%	44.00%	23.00%	16.00%
1995	91,550	61.45%	93.44%	53.61%	61.51%	43.93%
1996	98,359	61.72%	92.13%	55.07%	63.23%	48.75%

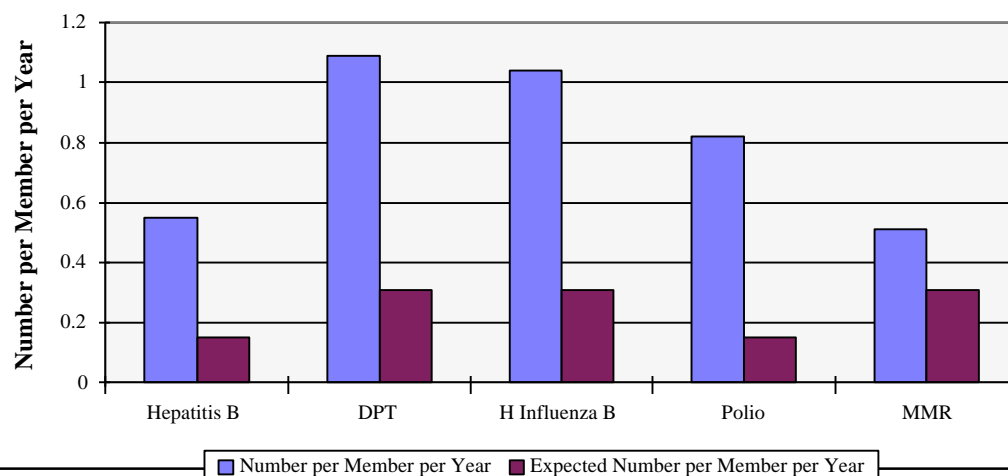
In addition, more babies under age one are being immunized than in the past.

Immunizations in Children Under 1 Year of Age



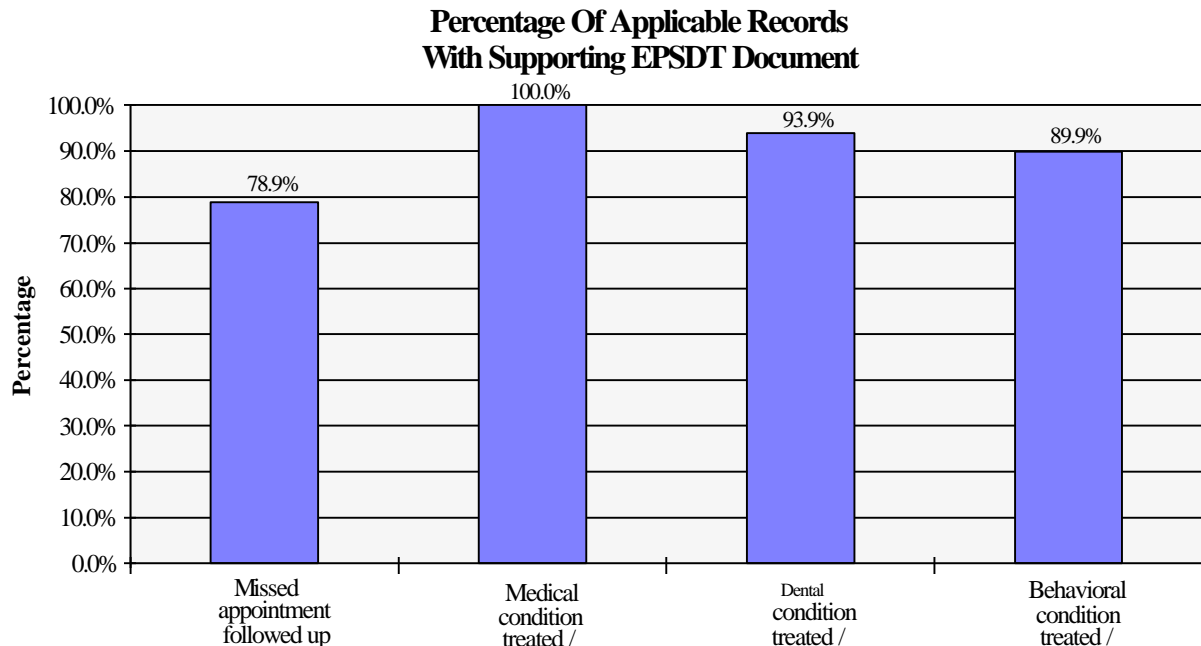
More children over age one are being immunized, too.

Immunizations in Children Ages 1 to 4



External Quality Review Organization (EQRO)

A recently released EQRO study of QUEST's EPSDT indicates that medical, dental and/or behavioral health conditions were evaluated, treated and or referred upon discovery.



Grievances and complaints

All QUEST plans are required to have internal policies and procedures concerning complaints, grievances and appeals. The number of complaints, grievances and appeals has been relatively low in QUEST, indicating general satisfaction with the program by recipients.

QUEST II

In 1998, the Department plans to begin phase two of Hawaii QUEST. QUEST II will enroll some of those who are now in the FFS program into managed care instead. For more than 3 years, Med-QUEST division staff has been working with FFS consumers, advocates, DOH representatives, providers and others in the community to structure the program in a way that will work best for recipients in this population.

Who's Included

Enrollment in managed care under QUEST II is optional for those who are dually eligible for Medicare and Medicaid. All other eligible Medicaid fee-for-service recipients will be enrolled in QUEST **EXCEPT** those who:

- Reside in nursing homes (ICF and SNF level of care) or who are wait listed in hospitals for nursing home bed placement
- Are PACE participants
- Reside in intermediate care facilities for mentally retarded (ICF-MR)
- Are recipients with spenddown requirements.

- Until a separate managed care plan can be developed, children will not be included.
- About 11,000 individuals are expected to be enrolled into QUEST II, not including those who are dually eligible for Medicaid and Medicare who choose to enroll.

Recognizing that these recipients' needs are likely to be more intensive than current QUEST recipients, increased emphasis is being placed on care coordination and the design of a program to meet the greater needs of this population. While the basic benefits of the program will remain the same as those currently provided under FFS, recipients in QUEST II can expect the same advantages of managed care that current QUEST recipients enjoy:

Fee-For-Service Medicaid

- Beneficiaries are responsible for their own care and for finding a provider who will see them.
- Consumer protections are minimal. Any properly licensed provider not sanctioned by DHS who is willing to become a Medicaid provider can do so.
- Recipients may appeal to DHS administration with complaints and grievances.

Hawaii QUEST Medicaid Managed Care

- Access to necessary care is assured by the plans. Plans must provide access to care and assist recipients in finding a provider.
- Consumer protections are built into the program. All plans must have a quality assurance program, a provider credentialing system and must monitor their providers.
- All plans must have complaint and grievances processes in place and report complaints and grievances quarterly to DHS.

Financial Information

FY 98 Revenue Projections for Medical Assistance Programs

General Funds	\$309,198,918
Federal Funds	316,650,958
Transfer Funds (U)	6,000,000
<u>Premium Share</u>	<u>3,600,000</u>
Total Revenue	\$635,449,876

Transfer or U Funds - Allow the State to maximize Federal matching funds for DOH

Premium Share - QUEST recipients in certain categories and at certain income levels must pay some or all of the monthly premium for their coverage.

FY 98 FFS Medicaid Cost Projections

General Medical	\$303,164,463 (1)
Medicare A Premium	20,593,162
<u>Medicare B Premium</u>	<u>9,857,896</u>
Total	\$333,615,521

FY 97 = 50% State funds: 50% Federal funds

FY 98 QUEST Cost Projections

QUEST Beneficiaries as of 9/30/97	131,000
QUEST Medical/Dental	\$291,958,631 (2)
Catastrophic Insurance	5,780,652 (3)
<u>QUEST Behavioral Health</u>	<u>4,095,072</u>
Total	\$301,834,355

(1) Includes deferred payments from FY 1996 - \$14,500,000

(2) Includes deferred payments from FY 1996 - \$0

(3) Includes deferred payments from FY 1996 - \$1,414,327

Third Party Liability Program

The Third Party Liability (TPL) Program ensures that Medicaid and QUEST recipients who have other health insurance coverage exhaust their benefits before Medicaid or QUEST benefits are utilized. This process of coordination with other health insurance is called cost avoidance. Examples of other health insurance coverage are: Medicare, CHAMPUS, Veterans' Administration, Workers' Compensation, HMSA, HDS and Kaiser.

As a result of cost avoidance, QUEST Health anticipates savings \$3,509,395 in 1996.

The Medicaid program cost avoided \$154,397,663. (Of this amount, \$86,950,460 was attributable to the Medicare Program.)

The TPL Program also recovers medical expenses when Medicaid or QUEST recipients are injured in motor vehicle accidents and employment related accidents, and when QUEST or Fee-For-Service Medicaid recipients recover damages from malpractice suits, product liability suits, and other lawsuits related to slip and fall injuries, assaults, etc. This TPL activity is called benefit recovery or pay and chase. If a third party is liable for the recipients injury, the Medical Claims Unit in the Fiscal Management Office files a lien against the liable third party. Under certain conditions a claim is also filed against the estate of the deceased Medicaid recipients for funeral, burial and medical expenses.

As a result of these activities, the total recovery amount in 1996 was \$986,651.

CHAPTER TEN

VOCATIONAL REHABILITATION & SERVICES FOR THE BLIND DIVISION



***Senator Baker
presenting an award to
a client***

Belief of the Vocational Rehabilitation & Services for the Blind Division (VRSBD)

It is through employment that we empower individuals with disabilities toward economic self-sufficiency, independence, and inclusion and integration into society.

Purpose of the Division

The Division provides vocational rehabilitation services to assist persons with disabilities in becoming employed and contributing citizens of our state. The economic benefits of the vocational rehabilitation (VR) Program are significant. They include increased earnings and purchasing a power, increased taxes paid, and a decrease dependency on Public Assistance. It is estimated that consumers of VR services who are placed into employment repay the costs of their rehabilitation program through the increase in the amount of taxes they pay and the reduction in Public

Assistance within three years.

Planned Outcomes of the Division

1. Assist persons with disabilities into employment.
2. Increase the earning capabilities of VR clients toward economic self-sufficiency.
3. Increase the percentage of people with severe disabilities into competitive employment.
4. Provide accurate medical determinations for Social Security Disability Insurance and supplemental Security Income benefits.

Outcome achieved in 1997

1. Employment

- 425 individuals obtained employment.
- 352 (83%) went in competitive jobs.
- 138 (32%) had severe disabilities.
- 166 (395) received Public Assistance prior to their rehabilitation.

2. Increase Earning Capabilities

- DRV services increased the annual earning power for people with disabilities by 790% from an average of \$1,508 PRIOR to receiving services to an average of \$13,416 AFTER Rehabilitation.

“People with disabilities want real jobs in the competitive labor market, wherein they can perform real work which contributes to the economy. They want jobs in which they are paid a living wage, so that they can support themselves and their families.”

- Only 13% of rehabilitated individuals were competitively employed at application but 83% were competitively employed at closure.
- The percent of persons with earned income of any kind increased from 14% at application to 96% at closure.
- Weekly earnings rose by an average of \$229 per person (from \$29 per week at applications to \$258 per week at closure).

3.Services Provided

- DVR served 5,443 citizens with disabilities throughout the state;
- There were 2,252 New Referrals entering the program.

Comparison with Previous Year

	FY95	FY96
Consumers Served:	6,390	5,903
Referrals Received:	3,123	3,219
Place into Jobs:	566	460
In Competitive Jobs:	460 (81%)	391 (85%)
Receiving Public Assistance:	241(43%)	157 (34%)
New Gain in Annual Earning Power:	*513%	**503%

* Pre VR: \$1,967 to Post VR: \$12,064

** Pre VR: \$2,2028 to Post VR: \$12,220



The degree of success achieved in enabling persons with disabilities to obtain gainful employment is affected by many variables, particularly the availability of funds and personnel. Due to the lack of adequate staffing to meet the needs of all persons with disabilities in Hawaii, an Order of Selection was implemented in Fiscal Year 1995 to serve all those individuals with the most severe disabilities first. The constraints imposed by the Order of Selection and lack of filling vacant positions have had a significant impact to the program's outcomes.

Disability Determination Program

Purpose of the Program

Determines eligibility for Social Security Disability Insurance and Supplemental Security Income Benefits and refers those who can benefit to VR for services.

The Disability Determination Program adjudicates and processes disability claims of Hawaii residents for Social Security Disability Insurance (SSDI) authorized by Title II of the Social Security Act, and Supplemental Security Income (SSI) authorized by Title XVI of the Act.

The SSDI program provides benefits to insured disabled workers and their families based on workers' employment and earnings history. The SSI program serves financially needy aged, blind and disabled individuals, including those with no recent employment experience. Claimants may also be eligible for benefits under both programs.

Outcome Achieved in 1997

8,819 disability determination cases were processed;

2,409 favorable determinations were made;

97% accuracy rate achieved on all determination processes;

369 individuals who applied for SSDI or SSI benefits were referred to the Vocational Rehabilitation Program for Services;

128 children (under age 16) who were allowed SSI benefits were referred to the Department of Health, Children with Special Needs Branch.

Comparison with Previous Year

	FY 95	FY 96
Claims Processed:	11,797	13,173
Favorable Determinations:	2,951	3952
Accuracy Rate:	96.5%	96%
Referred to VR:	223	197
Payments made to Hawaii's residents:	\$134,592,000	\$150,192,000

CHAPTER ELEVEN

FRAUD & RECOVERY ACTIVITIES

Fraud Investigative Activities During 1997

The investigation of fraud in welfare and other program areas is managed by the Investigation Office (INVO) of the Department.

During 1997, 3,423 complaints and referrals were received by INVO. This was 95 less than during 1996 and primarily the result of fewer referrals from Income maintenance units. Details of the complaints and referrals received were as follows:

Fraud Hotline & Written Complaints	2,062
IMW Referrals (DHS 1474)	1,314
Cases Discovered During Investigation of Other Cases	<u>37</u>
Total	3,423

Investigation Process

Case Intake, Screening and Assignment

All complaints, regardless of source, are forwarded to the Case Control Staff for initial screening.

Initial Investigation in Active Cases:

The initial screening identifies complaints pertaining to active cases. Priority cases among them will be given a preliminary limited investigation with the objective of uncovering sufficient evidence to either close the case or reduce the payments. If sufficient evidence is uncovered, the Case Control Staff will report such evidence to the Income Maintenance Worker (IMW) of the IM unit for action. The case is then returned to the assigned investigator for follow-up action. During 1997, 81 assistance cases were closed as a result of preliminary investigations.

Additional Follow-up and/or Investigation:

After initial screening, complaints are assigned for administrative or criminal follow-up investigation.

Administrative Investigation and Resolution:

Cases in this category are those when the length of fraud period, amount of overpayment is known and they are not sufficiently egregious to be a potential prosecution case. Most cases of this type are considered for administrative resolution and are assigned to the unit IMW for investigation, documentation and referral for administrative disqualification hearing by the Administrative Appeals Office of the Department.

During 1997, 624 cases were resolved administratively.

<u>Disposition</u>	<u>Cases</u>	<u>Overpayments</u>
Waived Administrative Hearing	483	\$1,353,567
Found Guilty at Administrative Hearing	138	219,537
Found Not Guilty at “ “	<u>3</u>	<u>25,861</u>
	624	\$1,598,965

Recipients who either waived an administrative hearing or were found guilty at the hearings were disqualified from participation in the financial assistance or food stamp programs for various periods ranging from six months to lifetime.

Criminal Prosecution Resolution

Fraud cases referred for criminal prosecution in 1997 totaled 73 involving \$1,508,615. There was an increase of 6 cases over 1996.

In 1997, successful prosecution action was completed in 57 cases involving overpayments of \$1,464,646. While an increase of only 11 cases, the dollars involved were more than twice that of last year (\$567,620), resulting primarily from three cases that involved approximately \$100,000.

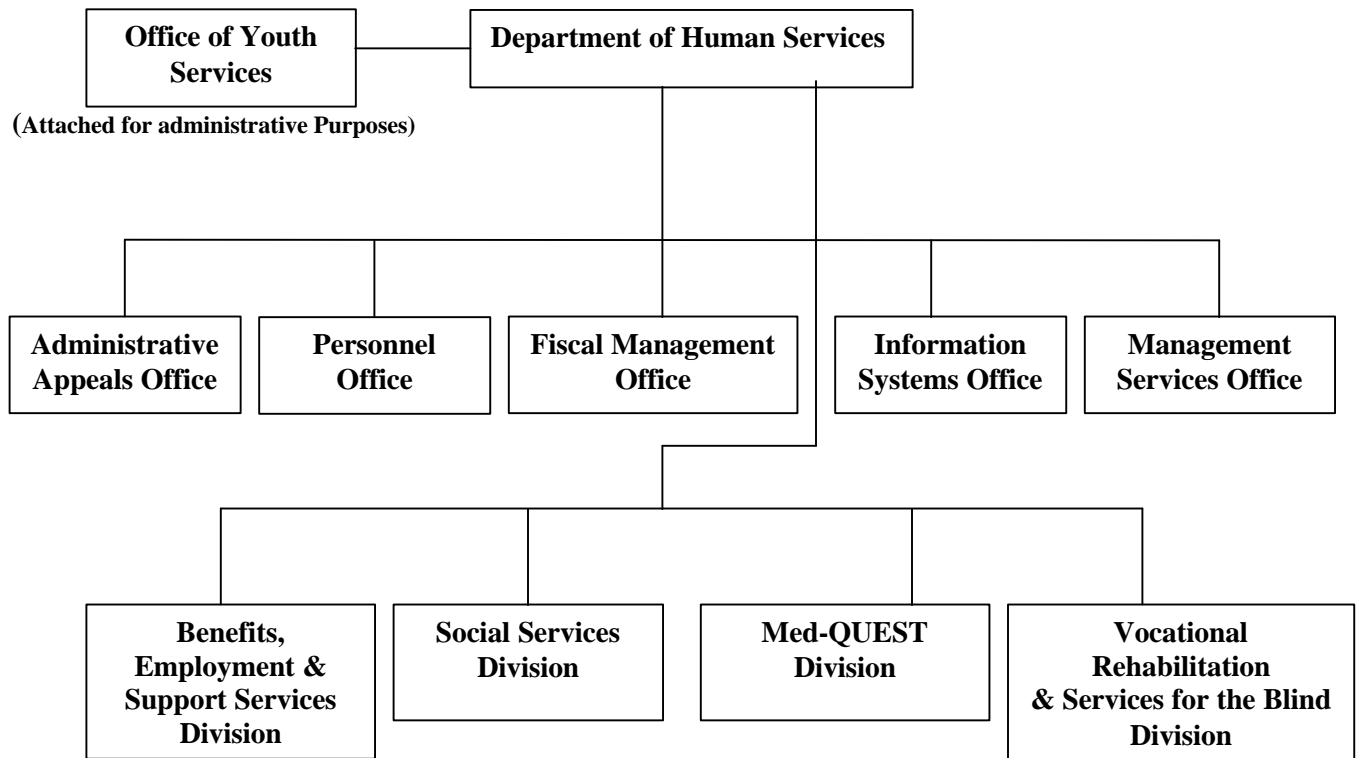
Appendix A

Department of Human Services -- Budget for FY 1998
By Division and Attached Agency

<u>Division</u>	<u>HMS</u>	<u>Program Title</u>	<u>Positions</u>	<u>Amount</u>
BESSD	201	Temporary Assistance to Needy Families	0	129,919,983
BESSD	202	Payments to Assist the Aged, Blind & Disabled	0	29,474,516
BESSD	203	Temporary Assistance to Other Needy Families	0	42,573,741
BESSD	204	General Assistance Payments	0	27,047,944
BESSD	206	Federal Assistance Payments	0	1,491,331
BESSD	236	Eligibility Determination & Employment Related Services	595	23,201,214
BESSD	237	Food Stamp Employment & Training	2	1,275,052
BESSD	302	Child Care Services	28	15,284,760
BESSD	903	General Support for Benefit, Employment and Support Services	99	24,182,936
DEPT	904	General Administration (DHS)	191	7,603,273
MQD	230	Health Care Payments	0	295,880,241
MQD	245	Quest Health Care Payments	0	335,969,635
MQD	902	General Support for Health Care Payments	52.76	9,191,797
OYS	501	Youth Services Administration	22	2,706,163
OYS	502	Youth Services Program	0	4,266,048
OYS	503	Youth Residential Programs	75.5	5,906,983
SSD	301	Child Welfare Services	365	28,329,645
SSD	303	Child Placement Board & Related Client Payments	0	19,725,545
SSD	601	Adult & Community Care Services	80.5	12,390,644
SSD	603	Home & Community Based Care Services	0	40,789,268
SSD	901	General Support for Social Services	24	2,381,702
VRD	238	Disability Determination	45	3,866,611
VRD	802	Vocational Rehabilitation	<u>115.5</u>	<u>12,818,197</u>
Total:			1695.26*	1,076,277,229

*This is a mathematical calculation only. It will be rounded up in the Supplemental Budget for FY 1999.

Department of Human Services
Organization Chart



**STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES**

Combining Statement of Revenues, Expenditures and
Changes in Fund Balances (Deficit) – General Fund

For the year ended June 30, 1997

Unaudited

	Family and Adult Services Division	Med-QUEST Division	Vocational Rehabilitation Division	Self- Sufficiency and Support Service Division	Departmental Administration	Executive Office on Aging	Office of Youth Services	Total
Revenues:								
State allotted appropriations	\$ 172,418,189	\$ 335,749,628	\$ 1,317,944	\$ 7,884,644	\$ 6,111,117	\$ 4,922,163	\$ 8,686,044	\$ 537,089,729
Other	7,870,300	1,550,700	827,000	1,223,000	1,449,000	28,000	783,000	13,731,000
Total revenues	180,288,488	337,300,328	2,144,944	9,107,644	7,560,117	4,950,163	9,469,044	550,820,729
Other financing sources – operating transfers in	—	—	—	—	—	—	12,503	12,503
Total revenues and other financing sources	180,288,489	337,300,328	2,144,944	9,107,644	7,560,117	4,950,163	9,481,547	550,833,232
Expenditures:								
Assured standard of living	141,052,309	302,952,079	—	3,440,660	—	—	—	447,445,048
Services to individuals, families and veterans	31,683,760	—	—	5,471,721	—	4,541,117	9,904,029	51,600,627
Vocational rehabilitation	—	—	2,193,594	—	—	—	—	2,193,594
Overall program support for social services	5,503,825	5,000,604	—	—	7,661,218	—	—	18,165,647
Total expenditures	178,239,894	307,952,683	2,193,594	8,912,381	7,661,218	4,541,117	9,904,029	519,404,916
Excess of revenues and other financing sources over (under) expenditures	2,048,595	29,347,645	(48,650)	195,263	(101,101)	409,046	(422,482)	31,428,316
Fund balances (deficit) at July 1, 1996	3,009,830	(87,349,338)	311,573	842,080	169,323	—	1,360,625	(81,655,907)
Fund balances (deficit) at June 30, 1997	\$ 5,058,425	\$ (58,001,693)	\$ 262,923	\$ 1,037,343	\$ 68,222	\$ 409,046	\$ 938,143	\$ (50,227,591)

See accompanying independent auditors' report.

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Combining Statement of Revenues, Expenditures and
Changes in Fund Balances – Special Revenue Funds

For the year ended June 30, 1997

Unaudited

	Family and Adult Services Division	Med-QUEST Division	Vocational Rehabilitation Division	Self- Sufficiency and Support Service Division	Departmental Administration	Executive Office on Aging	Office of Youth Services	Total
Revenues:								
Intergovernmental	\$ 313,772,175	\$ 341,040,880	\$ 13,081,968	\$ 20,927,488	\$ 1,524,210	\$ 4,809,770	\$ 2,596,770	\$ 697,753,261
Other	386,192	24,174,814	1,080,161	—	—	—	—	25,641,167
Total revenues	314,158,367	365,215,694	14,162,129	20,927,488	1,524,210	4,809,770	2,596,770	723,394,428
Expenditures:								
Assured standard of living	282,653,261	361,403,839	4,028,479	13,067,894	—	—	—	661,153,473
Services to individuals, families and veterans	26,912,763	227,219	—	7,859,594	—	4,810,082	2,596,770	42,406,428
Vocational rehabilitation	—	—	9,944,553	—	—	—	—	9,944,553
Overall program support for social services	4,589,180	2,687,961	—	—	1,528,728	—	—	8,805,869
Total expenditures	314,155,204	364,319,019	13,973,032	20,927,488	1,528,728	4,810,082	2,596,770	722,310,323
Other financing uses – operating transfers out	—	—	9,500	(742)	—	(312)	—	8,446
Total expenditures and other financing uses	314,155,204	364,319,019	13,982,532	20,926,746	1,528,728	4,809,770	2,596,770	722,318,769
Excess of revenues over (under) expenditures and other financing uses	3,163	896,675	179,597	742	(4,518)	—	—	1,075,659
Fund balances (deficit) at July 1, 1996	97,234	1,168,817	263,953	(742)	109,931	—	—	1,639,193
Fund balances at June 30, 1997	\$ 100,397	\$ 2,065,492	\$ 443,550	\$ —	\$ 105,413	\$ —	\$ —	\$ 2,714,852

See accompanying independent auditors' report.

**STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES**

Combining Statement of Revenues, Expenditures and
Changes in Fund Balances – Expendable Trust Funds

For the year ended June 30, 1997

Unaudited

	<u>McInemy Foundation</u>	<u>Donations for Sight Conservation</u>	<u>Youth Residential Program</u>	<u>Recruitment of Foster Parents</u>	<u>Geist Foundation Grant</u>	<u>Donation for Social Services</u>	<u>Donation for Aging Program</u>	<u>Total</u>
Revenues – other	\$ —	\$ 3,633	\$ —	\$ —	\$ 80,588	\$ 120	\$ 9,009	\$ 93,350
Expenditures – vocational rehabilitation	—	2,083	226	—	17,349	342	4,747	24,747
Excess of revenues over (under) expenditures	—	1,550	(226)	—	63,239	(222)	4,262	68,603
Fund balances at July 1, 1996	431	9,729	1,228	4,715	—	—	—	16,103
Residual equity transfers in	—	—	—	—	—	125,363	27,630	152,993
Fund balances at June 30, 1997	<u>\$ 431</u>	<u>\$ 11,279</u>	<u>\$ 1,002</u>	<u>\$ 4,715</u>	<u>\$ 63,239</u>	<u>\$ 125,141</u>	<u>\$ 31,892</u>	<u>\$ 237,699</u>

See accompanying independent auditors' report.